



JOB APPLICATION PACK

General Manager
(Full time)
Circa £50,000pa

CA House, Limehouse, London

Application deadline
3rd February 2017



Terms and Conditions

The appointment is subject to an initial six month period of probation, during which performance will be regularly reviewed. On completion of the probationary period, notice will be three months on either side.

Responsible to: Chair of the Council.

Hours: Office hours are 9.30am to 5.30pm, and there is a requirement to attend some evening meetings and events.

Training: Appropriate training to support the development of the role will be offered as agreed with the Chair of the Council.

Salary: Circa £50,000 per year.

Contract type: Permanent contract.

Pension: Contributory pension scheme.

Location: The post will be based at CA House, Limehouse, London

How to apply

To apply please email the following:

- A CV of no more than three A4 pages.
- The names and contact details of two people we can approach for a professional reference (references will only be sought for the successful candidate).
- A supporting statement of no more than three A4 pages that addresses the criteria in the person specification.
- Please use demonstrable examples of how you meet the essential and desirable requirements.
- Please make sure all documents are emailed to us NO LATER than 5pm, Friday 3rd February 2017.

Addressed to:

Gavin Dunn, Head of HR, Ebos UK. G.dunn@ebos-uk.com

We will acknowledge by email all proper applications we receive, and will also let you know if you have been shortlisted for interview or not. Your application must contain a valid email address.

Interviews will take place during February 2017.



Background

The Cruising Association (CA) is Britain's leading organisation for cruising boaters. With more than 5,000 members across the globe, we provide services, information and support to boaters worldwide. Founded in 1908 to meet the needs of cruising boaters, the CA has been a home to many of the great names in sailing. In association with Imray it publishes an almanac which covers the whole of the British Isles and the Atlantic seaboard of Europe and the CA provides specialised knowledge and events wherever our members cruise.

How we work

The CA is a company limited by guarantee run by a Council and a number of committees and groups, and has an administrative staff that runs the business of the Association. The members of Council form the board of directors and are responsible for strategic decisions. The services and benefits of membership of the Association are largely provided by volunteer groups within the membership; these range from Information, cruising seminars, and social events to the crewing service. IT plays an important part in communication with members and the provision of benefits. Our Patron is Sir Robin Knox-Johnston

About the role

This is an excellent opportunity for a dynamic leader to play a critical role shaping and delivering high quality services. He/she will lead a small staff team plus contracted professionals and will have oversight of a budget of approximately £600k.

About you

We are looking for someone that has a genuine interest in boating and ideally has experience in cruising. You should be excited to work in a membership organisation that provides services for boaters worldwide and appreciate the role that volunteers play in the delivery of those services. You will have worked at senior management level, preferably in a membership organisation, and enjoy and appreciate the special nature of working as part of a small team.

You will be resourceful and know where to obtain information and support. You should be self-motivated, support and manage your team effectively, come forward with new ideas and be able to present those ideas to the Council using your skills of diplomacy and persuasion. You will also be comfortable in dealing with contractors and writing policies and procedures that are well researched and appropriate for the organisation.

You will be expected to travel to meetings and occasionally work flexibly outside of your contracted hours.



Job description

Job Title: General Manager
Reports to: Chair of Council, Cruising Association
Based at: CA House, Limehouse, London
Hours of work: 9.30am to 5.30pm

Job purpose

To provide leadership to the Cruising Association, ensuring that it delivers on its mission and objectives contained in its strategic plan.

Key responsibilities

The post holder will be the executive manager of the Association with oversight responsibility for financial, facilities and people management, the website, publications, and event planning the activities of the Association. This is a hands-on role that will involve full management responsibilities in a small office on a day-to-day basis. The key responsibilities of the role are:

- Implementation of Strategy
- Board support and assurance
- Financial management
- Facilities and contract management
- People management and development
- Membership and stakeholder engagement
- Event management, PR and Marketing

Duties of the General Manager

Implementation of Strategy

1. Work with the Council to help develop and deliver the strategic plan of the organisation.
2. Ensure that the Secretariat provides the support to enable the various committees and groups to implement their respective responsibilities under the plan.
3. Implement the decisions taken at meetings of Council.
4. Develop an organisation which continually seeks to improve its performance.

Board support and assurance

5. Attend meetings of Council, and related committees and produce reports on progress towards the key performance indicators of the strategic plan.
6. Arrange support services for Council and its Committees and ensure that Council has the information necessary to enable it to carry out its functions in particular with regard to ensuring that the organisation is staffed, equipped and managed to discharge its commitment

Financial management

7. Manage the CA's business cost effectively, in accordance with Council policies, and within agreed budgets.
8. Ensure the quality, accuracy, and timeliness of management accounts, the provision of annual accounts and reports, and filing returns as necessary.



9. Manage the payroll function.
10. In the absence of the Financial Administrator, arrange for invoices to be entered into the Sage accounting system and for generating management reports from Sage as necessary.

Facilities and contract management

11. Manage CA House to comply with all legal requirements and arrange maintenance and security of the building and its grounds.
12. Ensure the maintenance of all office systems and equipment and arrange appropriate training.
13. Promote and manage the use of available accommodation in CA House by members and outside bodies.
14. Oversee the performance of the bar/catering operations and ensure compliance with all licensing requirements.
15. Develop and manage relationships with tenants and contractors

People management and development

16. Manage, monitor and review the performance of all staff of the CA. Creating and sustaining a professional and team-based staff is central to the General Manager's role.
17. Arrange the recruitment of staff and take part in interviews as directed by Council.
18. Ensure compliance with UK employment law and HR policies and best practice and act accordingly to minimise risk for the CA.
19. Nurture and empower staff so that the best performance can be achieved.
20. Ensure cost-effective staffing for the CA whilst carrying out positive and effective succession planning.
21. Manage the relationship between staff and volunteers and ensure that the Staff gives appropriate support to the volunteers who are involved in various committees and groups.

Membership and stakeholder engagement

22. Manage relations with outside organisations in liaison with Flag Officers and the Chairman of Council as appropriate
23. Recruit, retain and engage with CA members.
24. Lead on managing and enhancing the CA members' experience

Event management, PR and Marketing

25. Work with contractors and arrange representation at boat shows and other events.
26. Coordinate CA events to ensure scheduling compatibility, and making arrangements for General Meetings and other events as required.
27. Liaise with the relevant groups in managing the production of *CRUISING* magazine, the Yearbook, and other social media channels.
28. When required undertake an ambassadorial role for the Association.



Person Specification

Job Title:	General Manager	Essential Criteria	Desirable Criteria
Knowledge and skills	Knowledge of commercial governance and legal and regulatory requirements and best practice	*	
	Ability to oversee facilities management requirements	*	
	A management or accounting or similar qualification		*
	Knowledge of or interest in sailing or other forms of boating activity	*	
	Excellent IT, numeracy and literacy skills and ability to analyse, understand and interpret data on reports	*	
Experience	At least two previous roles at a senior and or strategic level	*	
	Operated at a senior and or strategic level in a membership organisation		*
	Direct line management and performance management of front-line staff delivering services	*	
	Developing and monitoring Key Performance Indicators	*	
	Writing and presenting concise reports to Board level	*	
	Developing and implementing new policies and procedures	*	
	Building strong relationships with key stakeholders	*	
	Managing and coordinating events and acting in an ambassadorial role		*
	Experience of cruising or other forms of boating activity		*